



April 29, 2019

Announcement 1884

Modernization: Attention All Providers: Update Regarding Customer Service Call Center Hours

Update to [Web Announcement 1845](#): The Division of Health Care Financing and Policy (DHCFP) implemented a new, modernized Medicaid Management Information System (MMIS) on February 1, 2019. The Nevada Medicaid Customer Service Call Center **(877-638-3472)** has been open for extended hours to support providers with transitioning to the new system.

Effective immediately, the Nevada Medicaid Customer Service Call Center hours have changed. The new hours are:

New Call Center Hours (all times are Pacific Time)	
Monday through Friday	7 a.m. to 5 p.m.